

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 7,515,695 B1
APPLICATION NO. : 10/736923
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INVENTOR(S) : Chan et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 19, lines 27-42, the element of the claim reading “a processor operable to:” should be moved below the element of the claim reading “a menu structure” as follows:

26. An Interactive Voice Response unit (IVR), comprising:

“a processor operable to:”

a menu structure comprising a plurality of menus, each menu comprising a plurality of options that are selectable by a user, wherein the plurality of menus and each menu's respective plurality of options define a plurality of potential navigation paths for the user through the menu structure; and

--a processor operable to:--

receive, from the user, a request to change the menu wherein, the request to change the menu structure is one or more of a request to hide a portion of the plurality of menus and a request to require

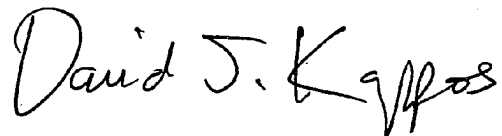
authentication for a portion of the plurality of menus;

effect the requested change to the menu structure; and

associate the changed menu structure with the requesting user.

Signed and Sealed this

Tenth Day of November, 2009



David J. Kappos
Director of the United States Patent and Trademark Office